

# Product Support Bulletin

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**SUBJECT:** MS Windows 3.x Stylus 400/800+/Color Printer Driver problems  
using the ActionNote 650 Series NoteBook Computer

Date: 11/5/94  
Page(s): 1 of 2

PSB No: PSB S-0182  
Originator: DS

This bulletin provides additional information to allow printer driver ver 1.03E for the Stylus 400, 800+ and Color printers to complete the installation process when connected to Epson ActionNote 650 Series computers in the Windows 3.x environment.

When attempting to install the 1.03E printer driver the following warning message appears:

**"This driver cannot be updated because it is currently being used by windows.  
Wait until Windows is finished using the driver, and then try again."**

This is caused by a conflict with the Chips & Technologies 65540, 256 color video driver and the printer installation process. The following steps will help complete the installation:

1. Exit Windows to the DOS prompt, **C:\>**.
2. Change directories to Windows (Type **CD\Windows** ) Hit **ENTER**.
3. At the **C:\Windows** prompt type **SETUP** and Hit **ENTER**.
4. After the **SETUP** screen appears, with the **UP** and **DOWN** arrows select the **DISPLAY** line. Hit **ENTER**.
5. A **BOX** will appear near the bottom of the screen containing video drivers. With the **DOWN ARROW** key, move through the drivers and find either a **CHIPS 65540 16 color driver** or select the **Windows VGA driver**. Hit **ENTER**. Hit **ENTER** two more times to exit **SETUP**.
6. Type **WIN** to load Windows. In the **MAIN** program group find **CONTROL PANEL** and double click. In **CONTROL PANEL** find **PRINTERS** and double click. Continue with the printer installation.
7. After completing the installation, follow steps 1 through 4 to change back to the Chips 65540 256 color driver you wish to use.

8. Re-start Windows and go to the **MAIN** program group, open **FILE MANAGER**. From the **C:\WINDOWS\SYSTEM** subdirectory, run **EPSPLMGR.EXE** by double clicking on the file name. This will load the **Epson Spool Manager**.
  9. From the **Spool Manager** screen, select the **QUEUE** "pull down" menu, then select **SETUP**.
  10. From the **SETUP** screen, enable the **Print Manager** by selecting this option.
  11. **Close the Spool Manager** and exit **File Manager**. The installation is complete.
- \* Steps 7 through 10 are required when the parallel port is set to BI-DIRECTIONAL in SETUP.

If the parallel port is set to NORMAL, steps 7 through 10 are not required

The latest version , v1.04, of the Stylus Printer Driver, is available on the Epson RBBS as file name STY104.EXE which resolves the above issues.

# Product Support Bulletin

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**SUBJECT:** MS Windows 3.x Stylus 400/800+/Color Printer Driver problems using the Progression/Progression4/NX-Epson/Endeavor-WG

Date: 11/5/94  
Page(s): 1 of 2

PSB No: PSB S-0181  
Originator: DS

This bulletin provides additional information to allow printer driver ver 1.03E for the Stylus 400, 800+ and Color printers to complete the installation process when connected to Epson Progression/Progression4/NX-Epson and Endeavor-WG computers in the MS Windows 3.x environment.

When attempting to install the 1.03E printer driver the following warning message appears:

**"This driver cannot be updated because it is currently being used by windows.  
Wait until Windows is finished using the driver, and then try again."**

This is caused by a conflict with the Wingine 256 color video driver and the printer installation process. The following steps will help complete the installation:

1. Exit Windows to the DOS prompt, **C:\>**.
2. Change directories to Windows (Type **CD\Windows** ) Hit **ENTER**.
3. At the **C:\Windows** prompt type **SETUP** and Hit **ENTER**.
4. After the **SETUP** screen appears, with the **UP** and **DOWN** arrows select the **DISPLAY** line. Hit **ENTER**.
5. A **BOX** will appear near the bottom of the screen containing video drivers. With the **DOWN ARROW** key, move through the drivers and find either a **WINGINE 32k** or **64k color driver** or select the **Windows VGA driver**. Hit **ENTER**. Hit **ENTER** two more times to exit **SETUP**.
6. Type **WIN** to load Windows. In the **MAIN** program group find **CONTROL PANEL** and double click. In **CONTROL PANEL** find **PRINTERS** and double click. Continue with the printer installation from here.
7. After completing the installation, follow steps 1 through 4 to change back to the Wingine 256 color driver you wish to use.

\*NOTE: The latest version, v1.04, of the Stylus Printer Driver, file name STY104.EXE, is available on the Epson RBBS, resolves the above issue.

# Product Support Bulletin

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**SUBJECT:** MS Windows 3.x Stylus 400/800+/Color Printer Driver problems using the ActionPC/Tower-3000 Computers

Date: 11/5/94  
Page(s): 1 of 1

PSB No: S-0180  
Originator: DS

This bulletin provides procedures to implement a software solution to address printing problems using the printer driver ver 1.03E for the Stylus 400, 800+ and Color printers when connected to an Epson ActionPC-3000 and ActionTower-3000 computers in the MS Windows 3.x environment. The ActionPC/Tower-3000 computers with the **black EPSON logo plate**, have a problem using the 1.03E version driver.

The ActionPC/Tower-3000 systems with the **red EPSON logo plate**, which are the DX2/66 models, do not require this software solution. The software solution is as follows:

1. From Windows **MAIN** program group, open **FILE MANAGER**. Within File Manager, change to the **SYSTEM** sub-directory located in the Windows directory. Find the file **EPSPLMGR.EXE** and double click on that file to run/load it. This will open the **EPSON SPOOL MANAGER**.
2. From the **SPOOL MANAGER** screen, select the **QUEUE** "pull down" menu, then select **SETUP**.
3. From the **SETUP** screen, enable the **PRINT MANAGER** by clicking on that option.
4. Close the Spool Manager and exit File Manager.
5. Print a document and verify the solution is working correctly.

If this solution is not satisfactory, contact your nearest Epson Authorized Service Center for a hardware level solution.

# Product Support Bulletin

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**SUBJECT:** MS Windows 3.x Stylus 400/800+/Color Printer Driver problems  
using the ActionPC/Tower-2000 Computers

Date: 11/5/94  
Page(s): 1 of 1

PSB No: PSB S-0179  
Originator: DS

This bulletin provides procedures to implement a software solution to address printing problems using the printer driver ver 1.03E for the Stylus 400, 800+ and Color printers when connected to an Epson ActionPC-2000 and ActionTower-2000 computers in the MS Windows 3.x environment.

\*Some ActionPC/Tower-2000 computers ,**with the black EPSON logo plate**, have a problem using the 1.03E version driver. The software solution is as follows:

1. From Windows **MAIN** program group, open **FILE MANAGER**. Within File Manager, change to the **SYSTEM** sub-directory located in the Windows directory. Find the file **EPSPLMGR.EXE** and double click on that file to run/load it. This will open the **EPSON SPOOL MANAGER**.
2. From the **SPOOL MANAGER** screen, select the **QUEUE** "pull down" menu, then select **SETUP**.
3. From the **SETUP** screen, enable the **PRINT MANAGER** by clicking on that option.
4. Close the Spool Manager and exit File Manager.
5. Print a document and verify the solution is working correctly.

If this is not satisfactory, contact your nearest Epson Authorized Service Center for a hardware level solution.

\*To verify if you need to follow the procedure in this bulletin, check if your system **SETUP** lists Printer port control. If it is listed, the parallel port allows PS/2 and AT selections, select AT(Unidirectional). See page A-3 in your computers User's Guide for **SETUP** instructions. If your computer has this option skip the instructions above.

# Product Support Bulletin

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Subject: Using the Stylus COLOR on a Network

Date: 2/7/95  
Page(s): 1 of 2

PSB No: P-0104  
Originator: CEB

This bulletin describes the necessary steps required to operate the Stylus COLOR in a network environment.

There are two basic ways to use the Stylus COLOR in a network environment.

1. Use the Epson Stylus Color driver's built in network support.
2. Use the network's LPT port redirection functions.

The Stylus Color has been tested with Novell NetWare 3.1x. It will work off a dedicated print server, the file server running the PSERVER.NLM and RPRINTER on a workstation. For best performance, Epson recommends its driver's method for network printing.

Additionally, use of the Epson Stylus Color driver network support is the only known reliable method for printing across a LANtastic Network. According to Artisoft technical support, their LPT redirectors do not work with third party spoolers.

The document will go into detail on our driver's method for network printing.

There are two areas that you will have to configure.

1. The computer that the printer is attached to (Host Computer.)
2. The other computers on the network that want to access the printer (Remote Computer/Workstation.)

## How to configure the HOST COMPUTER.

1. Make an icon for the EPSON SPOOL MANAGER (EPSPLMGR.EXE in the \WINDOWS\SYSTEM directory.)
2. Place this icon in the STARTUP group.
3. Run the EPSON SPOOL MANAGER.
4. Once the EPSON SPOOL MANAGER is running, go to the QUEUE menu and select SETUP.
5. Select REMOTE DESPOOL.
6. Place an X in the PRINTING FROM REMOTE QUEUES box.

7. Select a common network directory, i.e., F:\EPSON. This is the spooling directory. Make sure that you have the proper network rights to read, create and erase files in this directory.
8. Click on OK.
9. Minimize (do not close) the EPSON SPOOL MANAGER.

Each time the HOST COMPUTER is booted and Windows is loaded, verify that the EPSON SPOOL MANAGER loads. If the EPSON SPOOL MANAGER doesn't load, network printing will not be possible.

### **How to configure the REMOTE COMPUTER/WORKSTATION.**

A copy of the Stylus COLOR driver must be installed on each remote computer.

1. Make an icon for the EPSON SPOOL MANAGER (EPSPLMGR.EXE in the \WINDOWS\SYSTEM directory.)
2. Run the EPSON SPOOL MANAGER.
3. Once the EPSON SPOOL MANAGER is running, go to the QUEUE menu and select SETUP.
4. Select SPOOL TO REMOTE PRINTER.
5. Select the same network directory chosen in step 7 in the HOST COMPUTER configuration. Make sure that you have the proper network rights to read, create and erase files in this directory.
6. Click on OK.
7. Minimize the EPSON SPOOL MANAGER.

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Below is a list of possible network configurations in order of performance. It is listed from best to poorest performance.

1. \* Epson Spool Manager network support. (Best performance)
2. \*\* Dedicated print servers.
3. \*\* Print server running on a file server.
4. \*\* Running RPRINTER on a workstation. (Poorest performance)

**NOTE:** \* Procedure is outlined above.

\*\* Refer to the network documentation or network administrator.